CONSOLIDATED INFORMATION TECHNOLOGY SERVICES
TASK ASSIGNMENT (TA)

1. **TITLE:** (D210) Test and Development Branch Enhanced System Administration Support

TA No:	RFM001-Rev6
Task Area Monitor:	**Alternate Task Area Monitor:** None
NASA POC:	**Software Control Class:** Low Control
Type of Task:	Recurring Task

2. **BACKGROUND**

The Test and Development Branch (TDB) computing environment consists of PC workstations, servers, and printers located in building 1250. The systems are used for data acquisition, instrument control, data reduction, analysis, and test management and documentation. The operating systems include WinNT, Win95, Win2000, and Linux. Primary applications software include MTS Ideas, M&P vibration control, MSC Nastran, UAI Nastran, UNIPASS, PATRAN, ProEngineer, and various instrumentation control packages. On-site system administration for hardware and software is required to maintain system security, configuration control, system availability, and data integrity. Access should be available from inside and outside the Langley network.

3. **OBJECTIVE**

The objective of this task is to provide system administration support for the systems specified in Exhibit A.

4. **GENERAL IT SUPPORT SERVICES**

Services Specified Through Exhibit A:
Refer to Exhibit A, Inventory of Equipment and Software (attached), that has been completed to define the required general IT support services.

The services of System and IT Security Administration shall be provided for those systems for which ¿System and IT Security Administration Required¿ is checked in Exhibit A. The level of security shall be consistent with the information category identified by the code checked for each such system (see NPG 2810.1). If these services are not required for the system as a whole, they shall be provided for any isolated processors where the information category code is entered in the SSA column.

Any system software, application software, or database software that is licensed to run on a particular item of equipment is entered in the respective column for that item. Software that does not require a license is also included if it is relevant to any of the required services.

The services of System Administration (SA), Hardware Maintenance (HM), System Software Maintenance (SSM), Applications Management (AM), and Database Administration (DBA), are required for the items of equipment or software that are checked in the respective columns of Exhibit A.

Customer Support and IT Consultation and Training:
The Contractor shall provide the basic level of Customer Support and IT Consultation and Training given in Section 4.7 and Section 4.8 clauses a) and c) of the SOW for all General IT Support Services.

Exceptions and Additional Requirements:
For systems that are covered under vendor or third-party hardware or software maintenance contracts, the Contractor shall obtain quotes for replacement parts or upgrades and provide them to the LaRC point of contact for procurement.

The Contractor shall assist the Government in coordination of construction of new computer facilities and relocation of computer equipment.

The Contractor will assist the Government in the update and revision of IT Security plans, and the implementation of such plans.

General IT Support Services Performance Metrics
<u>Performance Standard</u>: The security of systems and data that fall under this TA is ensured
<u>Performance Metrics</u>:

Exceeds: The system meets the baseline IT security requirements for an information category with more stringent requirements than the information category of the system; there are no unpatched vulnerabilities, unless the vulnerability has been mitigated by other action, accepted by line management and approved by the LaRC IT Security Manager; user accounts are removed by the close of business of the day that the requirement for an account is terminated.

Meets: All baseline IT security requirements for the information category are either met or have a waiver for non-compliance from the LaRC IT Security Manager; the system is up-to-date with security patches or has scheduled the installation of such patches at the completion of a test that precludes immediate installation; user accounts are removed within one week of the termination of the requirement for an account; any IT Security incidents are reported to the LaRC IT Security Manager as soon as possible after they are discovered.

Fails: The system does not comply with the baseline IT security requirements for the information category and does not have a waiver for non-compliance from the LaRC IT Security Manager; the system is not up-to-date with IT security patches; user accounts, for which the requirement was terminated have not been removed after a period of two weeks; the system has an IT security incident that is not reported to the LaRC IT Security Manager.

Performance Standard: The applications software to which these services apply is fully operational and kept up-to-date with no significant disruption in capability.

Performance Metrics:

Exceeds: "Meets" and improvements are recommended and adopted; or users rate help in the use of applications very good to excellent.

Meets: The inventory, including status, of application software is current and accurate. Upgrades are installed and fully operational within 5 days of receipt (or approval, if later) with no loss of data. Users rate operation and help in use of the applications satisfactory.

Fails: Any of the requirements of this subsection (a through h) is not satisfied. Users rate operation and help in use of the applications less than satisfactory.

Performance Standard: The systems software to which these services apply is fully operational and kept up-to-date with no significant disruption in capability.

Performance Metrics:

Exceeds: "Meets" and anomalies or inefficiencies are recognized and reported to the vendor or the availability of superior software is recognized and reported to the line manager.

Meets: Software upgrades are installed and fully operational within 5 days of receipt (or approval, if later) with no loss of data.

Fails: Any of the requirements of this subsection (a through f) is not satisfied.

5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

None required.

6. WORK-AREA SPECIFIC SERVICES

None required.

7. Exhibit A

None required.

8. SPECIAL SECURITY REQUIREMENTS

None required.

9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS

None required.

10. JOINT REVIEW SCHEDULE

There will be a joint review of work of this task at meetings to be held annually. Technical

performance, timeliness, cost, and staffing will be addressed.

The following persons of their alternates are required to attend: NASA techincal monitor and contractor personnel assigned to the task.

11. PERIOD OF PERFORMANCE

This TA is effective from 02/01/08 to 04/27/09

12. TECHNICAL PERFORMANCE RATING

In evaluating Technical Performance, quality and timeliness shall be rated as follows:

Quality: 60%   Timeliness: 40%

13. RESPONSE REQUIREMENTS

This Task Plan shall address the contractor's specific work plans and the associated estimated labor hours, cost and schedule.

14. FUNDING INFORMATION

Funding has not been entered for this TA.

15. MILESTONES

None required.

16. DELIVERABLES

None required.

17. FILE ATTACHMENTS

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